



## CLIENT COMPLAINTS PROCEDURE

**Stevens & Bolton LLP is committed to providing a high quality legal service. As part of that service we operate a client complaints procedure. Our aim is that through our complaints procedure your complaint will be investigated fairly, fully, and promptly and, wherever possible, will be resolved to your satisfaction.**

We aim to comply with the timescales and procedures set out in our complaints procedure. However, should that not be possible, or should an alternative approach be more suitable, we will let you know and explain why.

We also seek to maintain a flexible approach to handling complaints and should you at any stage feel our complaints procedure is not suitable for addressing your complaint, please contact Andrew Quick, our Complaints Handling Partner, and we will be happy to consider an alternative approach.

### OUR COMPLAINTS PROCEDURE

1. If you have a complaint, please contact our Complaints Handling Partner. His contact details are:

**Andrew Quick**  
Stevens & Bolton LLP  
Wey House  
Farnham Road  
Guildford  
GU1 4YD

**T:** 01483 302264 (or +44 121 245 3050)  
**DD:** 01483 734249  
**F:** 01483 302254  
**E:** [andrew.quick@stevens-bolton.com](mailto:andrew.quick@stevens-bolton.com)

2. Upon receipt of your complaint:
  - (a) We will write to acknowledge it and inform you of the name and contact details of the person who will be investigating your complaint; and
  - (b) We will contact the partner in charge of the department involved in your complaint and your Client Care Partner.

3. If we think it would assist us in understanding and/or resolving your complaint, we may ask you to provide us with more information in relation to your complaint, whether in writing or on the telephone.
4. When we have all the information we need from you, we will investigate your complaint. This may involve:
  - (a) Discussing your complaint with the lawyer who acted for you; and
  - (b) Reviewing our file with or without the involvement of the lawyer who acted for you.
5. Our aim is to complete our investigation as quickly as possible and, if we expect that the investigation may take longer than 4-6 weeks to complete, we will let you know and explain the reasons for that. If there is a particular urgency to investigate your complaint, please let us know at the outset and we will try to expedite the investigation.
6. Within seven days of completion of the investigation, we aim to write to you to summarise the results of our investigation, to set out our preliminary conclusions which may include suggestions for resolving your complaint and to invite your comments.
7. We will consider any comments you may have on the results of our investigation and our preliminary conclusions and we aim to write to you to set out our final conclusions within seven days of receiving your comments.
8. If you are not satisfied with our handling of your complaint, you may be entitled to ask the Legal Ombudsman to consider it. The contact details for the Legal Ombudsman are:

**The Legal Ombudsman**  
PO Box 6806  
Wolverhampton  
WV1 9WJ

**T:** 0300 555 0333 (or +44 121 245 3050  
if calling from outside the UK)  
**E:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
**W:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within one year of the act of which you are complaining occurring (or if outside of this period, within one year of when you should reasonably have been aware of it).

A complaint may also be raised with the Solicitors Regulation Authority (SRA) if it relates to the professional conduct of Stevens & Bolton LLP or any of its Partners and employees. Further information can be found on the SRA's website. The contact details for the SRA are:

**The Solicitors Regulation Authority**  
SRA Report  
The Cube  
199 Wharfedale Street  
Birmingham  
B1 1RN

**T:** 0370 606 2555  
**E:** [reports@sra.org.uk](mailto:reports@sra.org.uk)  
**W:** [www.sra.org.uk](http://www.sra.org.uk)

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The information contained in this guide is intended to be a general introductory summary of the subject matters covered only. It does not purport to be exhaustive, or to provide legal advice, and should not be used as a substitute for such advice.

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